**System requirements**

**Current system**

* Currently in the store’s facility, we hold **inventory for any consumable** items that need monitoring, such as white board markers, scientific equipment used by the science department for experiments etc.
* We have a secured entry so only **certain badge numbers will be allowed** through the door.
* They have access to everything inside, so they need to write their information on a piece of paper saying **who they are, what product they are taking and the quantity**.
* The staff then transfer the information to ‘QuickBooks’ and ‘Sage’, the 2-management system we currently use.
* We update **finance once a month** with the amount that should be **charged to each department** whose members come and take things from stores
* We **verify the accounts** of the inventory on the shelf which is **done once a year**
* We try measure the amount of **shrinkage or wastage we have** (as sometimes there are less items on the shelfs compared to being listed in the system)
* So, if the inventory in the stores is less than we thought it was, then it will look bad on the staff in charge
* The only other time we know that we have any other shortage is when we have stockouts. When consumers go to the shelfs, there is nothing there. (**We could like a dashboard which has these 2-key metrics for me**).
* I would like to know if the **materials are in low quantity ahead of time** as I must order more so I can re-stock ASAP and not cause the consumers any inconvenience.

**Does the new system require barcode scanning?**

* Barcode scanning is an additional feature which will be useful to us as when we receive materials from our suppliers, generally the packaging they send it to us in has barcode on them.
* We currently **DO NOT** scan barcode as we don’t have the technical equipment to scan barcodes
* We use the **item numbers to update the system** that we have received that item
* We keep the inventory in the **unit the item gets consumed** in. For example, if we have a packet of pencils on the shelf, we generally consume packet of pencils, we don’t consume a single unit of pencil as the consumer would generally take a packet of pencils instead of taking just 1 pencil
* When we order from our suppliers, we get a carton of packet of pencils. So, it will be very useful to us to have a **unit of measure conversion**, between the unit that is issued from the stores and the unit we receive

**Who will be using the System Software?**

* Our current solution is that, the staff who will go take things from the stores write down the item (number) they have taken, the number of items they have taken. For example, whiteboard markers are issued individually, although they are received in a carton, so the user will write down their name, the charge code (which department to charge), quantity and the unit of measurement they took.
* The piece of paper is then taken in at the end of each day, and manually stored ‘QuickBooks’ and ‘Sage’

**Do you require the system to produce an invoice?**

* We don’t want AN invoice, although the reports we get from QuickBooks tell us each department and how much we need to charge each department
* The charging is done by finance, we are only concerned about making sure there aren’t any stockouts and there is no shrinkage from stores. I am not running a profit, loss account

**Do the staff take only 1 type of item?**

* The shopping basket (if I had to use a term to describe it), normally consists of more than 1 but less than 10 items.
* It is not uncommon for someone to take out 5-6 items
* We feel it is beneficial to the university that people do not stockpile elsewhere without it being in stores records (that is true for consumable items such as whiteboard marker but is less true of chemicals)
* We have knowledge and on hand balances, that some chemicals that are in labs, as opposed to stockpiling them all in the warehouse

**How do you keep track of items (do they have numbers)?**

* We have our own item identification scheme, which is handwritten by people who don’t have much knowledge about the warehouse
* We have short alpha codes to identify the items on our shelfs. Alpha code for a whiteboard marker that is black might be ‘BWM BLK9’ for Black Whiteboard Marker followed by the number the supplier identifies the blackboard makers by.
* We need to keep the cross reference between the two.

**How often will the system be used (per day)?**

* At any given time, there may be up to 10 people in the store, however there are hours when there’s only warehouse staff in the stores
* On average there are between 2-5 staff (consumers) in the store
* The stores are open between 9am-5pm

**Would it be useful to have a feature which tells you directions to where the items are located?**

* When there are many people in the store, it can be distributive to the store staff to have to answer questions on the location of items (on what shelf they are etc).
* Currently we don’t have a system which directs our consumers to where the shelf location is
* This will be an additional useful requirement which we do not currently support
* Every consumer takes what they need themselves

**How do you receive supplies?**

* When receiving products, the suppliers would need to book an appointment with the warehouse staff
* Without an appointment they will be turned away
* Receiving staff are only working for a very limited number of slots, so they won’t allow the suppliers to drop something of without inspection, particularly for high valued items

**Do staff sometimes return product?**

* We do allow anybody to return items, we utilise sales capability in QuickBooks which allows returns
* So, staff can return items back to the inventory if they have been issued incorrectly
* Of they have been issued but we haven’t updated finance, we can just cancel the issue and that way it won’t get charged to the department

**Do the stores have a rating system for products (if damaged etc)?**

* Currently, any returns to the inventory assumes to be consumed by somebody else
* We do have a bonded area within the warehouse for tax purposes where VAT won’t be charged for product
* We also have an area where we store products which are not inspected yet and not been issued